

Michiana Area Council of Governments

Coordinated Public Transit – Human Services Transportation Plan



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Executive Summary

To be developed after public comment period is completed.

Section 1: About The Plan

State and Federal Requirements for the Coordinated Plan

Federal requirements for transit programs under SAFETEA-LU include the necessity for projects under three specific FTA programs to be derived from a “locally developed, coordinated public transit-human services transportation plan” (reference FTA C 9045.1). These three programs are:

- Elderly Individuals and Individuals with Disabilities (Section 5310)
- Job Access and Reverse Commute (JARC)
- New Freedom

This plan must be developed through a process that includes representatives of

- Public, private and non-profit transit providers
- Human services providers
- Members of public

Under these federal requirements, MACOG is responsible for facilitating this planning process for the South Bend and Elkhart urbanized Areas. The Indiana Department of Transportation (INDOT) has been designated to undertake this planning process for the rural counties in Indiana. To assist in this endeavor, INDOT asked that MACOG include Marshall and Kosciusko Counties in the local Coordinated Planning process as well. Therefore this Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) includes Elkhart, Kosciusko, Marshall, and St. Joseph Counties.

Plan Objectives and Development

The major objective of the Coordinated Plan is to identify transportation needs for older adults, individuals with disabilities, and persons with low incomes. Related to this, the coordinated planning process also must identify service gaps, duplication of services, and strategies to address these.

Specifically, the Coordinated Plan is required to include

1. An assessment of current transit providers in the four county area, including public, private, and non-profit providers
2. An assessment of transit needs for older adults, individuals with disabilities, and persons with low incomes
3. Strategies, projects or activities to address identified gaps between current services, and opportunities to improve service efficiency

4. A prioritization process for selection of projects to implement specific strategies or activities for funding under Section 5310, JARC, and New Freedom.

Development of the Coordinated Plan must use a public participation process that includes the public and private transit providers and human service providers to provide local knowledge and insight into the local transit needs. Additional local stakeholders such as transit riders, job training and placement agencies, human service agencies, and housing agencies. The stakeholders that participated in the development of this plan are identified in Appendix C.

Relation of this Plan to the MACOG Region

The transportation of goods, services and people in any region is very important to the economic vitality of that region. This is no truer than in the MACOG Region. Elkhart, Kosciusko, Marshall, and St. Joseph Counties form a single economic region in the State of Indiana. These four counties are regularly combined to reflect the ties that each has with one another.

To illustrate the internal connections of each county in this region with one another we have primarily looked at internal commuting patterns. Other data that can point to the definition of this area as one region can be other organizations that have defined these counties as a region, and business and media relationships that have been produced over time.

Data from the Indiana Business Research Center and 2000 US Census shows that nearly 33,000 people travel within the four-county region each day to jobs, educational institutions, medical facilities, and for shopping. The connection of transportation systems between these communities not only for intra-regional trips is significant, but it does not count for the thousands of deliveries, out-bound shipments and through traffic that uses the region's transportation network everyday. The need for regional connectedness in transit and transportation is very clear just by this data alone.

Section 2: Public Involvement

In order to determine the transit needs of the disabled, elderly or disadvantaged citizenry, the Michiana Area Council of Governments (MACOG) utilized two different methods for acquiring information. First, the **Human Services Agency Survey**, focused on those organizations or agencies that provide services to the core populations and may also either provide or arrange transportation for clients representing the three core categories. Secondly, **Small workgroup meetings** were held in each MACOG county that included representatives from key agencies that service the core populations, actual representatives of the core populations, or others that have knowledge of the overall needs or county gaps of the targeted populations.

Human Service Agency Survey

MACOG identified a number of social service agencies, government entities and other service providers that focus on the needs of the disabled, elderly, or disadvantaged citizenry of Elkhart, Kosciusko, Marshall and St. Joseph counties. To insure greater participation in the survey process, following compilation of the lists (See: Appendix A), each agency was contacted by telephone, confirming the appropriate person to receive the survey, and to provide that person with a brief explanation of the process MACOG was using to develop the Coordinated Plan and finally, the importance of completing the survey.

Following the initial telephone contact, a 13-question survey was mailed to each contact person, accompanied by a letter that explained what the Regional Coordinated Public Transit Program process was and what the ultimate goal of the process is. The Human Service Agency Survey was posted on the MACOG website, and contact people were advised that the paper copy survey could be completed and mailed back to MACOG or an online version was also available for completion. See Appendix B for these materials.

In all, 229 agency surveys were mailed. 40 percent of the distributed surveys were returned. The survey results are discussed later in this document.

Small Group Meetings

“Stakeholders” in this activity are defined as those organizations that provide transit services, as well as individuals who are in need of transportation services that fall into the categories of disabled, elderly or disadvantaged. To further assess the transportation needs of this group, the Michiana Area Council of Governments hosted stakeholders meetings in each of the four counties served by MACOG. The Small Group Meetings format also provided additional opportunity for agencies and organizations to complete a Survey, if they did not initially receive one or did not fill out a survey initially.

Representatives of the agencies servicing the disabled, elderly and disadvantaged, government and school district representatives, along with general citizenry that represent the groups addressed in this planning process attended the appropriate county meeting. MACOG staff gave a brief presentation of the planning history and purpose for the Coordinated Transit Plan, and conducted a “brainstorming” session with the groups in each County to identify transit needs countywide and within the overall MACOG region.

Maps of the appropriate county along with a more detailed map of cities within the respective county were provided at each meeting. Participants were encouraged to record potential routes for future transit services, identify locations of group homes, sheltered workshops, and concentrations of elderly populations such as assisted living facilities and other senior services facilities. Additionally, those participating were encouraged to address other transit gaps that might exist that would be solved with policy changes or education efforts. A summary of the brainstorming sessions was compiled and distributed to all those attending a meeting.

Public Review and Comment

The end result of the process was the development of this document—*The MACOG Regional Coordinated Public Transit-Human Services Transportation Plan*. The completed draft Plan was posted on the MACOG website, distributed to public libraries, presented to the MACOG Policy Board and Transportation Technical Advisory Committee. All comments were reviewed and changes to the Plan, where deemed necessary to correct errors or more concisely explain a component of the Plan, were completed. The final Plan was reviewed and approved by the MACOG Policy Board at its June 2007 meeting

Section 3: Target Populations

In this Coordinated Plan, three population sub groups are being examined more thoroughly than the population as a whole. These populations (elderly persons, persons with disabilities, and low-income individuals) tend to have the greatest need for public and/or private transit services. Following is a detailed description of each of these populations in the MACOG region.

Elderly Persons

As of the 2000 US Census, over 71,000 persons resided in the MACOG region that were above the age of 65. As the Baby-Boomer population continues to age, this number will become larger. These 71,000 individuals represent about 12% of the total population of the region.

In each of the stakeholder meetings the needs of elderly persons were noted as a group needing transportation services. Typically elderly persons require transportation to medical facilities for doctor's appointments and other necessary visits. Each of the communities in the MACOG region has at several senior residences, ranging anywhere from an assisted living community to fulltime nursing facilities. Elderly persons living in these communities may times have transportation provided to them by the facility or by other private providers but may also have trip purposes that are not eligible for transportation. Other non-profit organizations, church groups, or other community service organizations may provide transportation services to their members. Currently each county has at least one major hospital, but South Bend continues to be home to the major regional medical centers. Transportation to these facilities is a concern for many individuals as medical treatment options become more centralized in regional facilities.

The nearest Veterans Administration Hospital to the MACOG region is located in Fort Wayne, Indiana, which is about 2 hours southeast of South Bend. Many veterans living in the MACOG region depend on this VA Hospital as a primary medical facility. It was noted through the stakeholder meetings that transportation to this and other similar facilities is needed, although it is outside of the MACOG region.

Not only do elderly persons need transportation to medical facilities, but to jobs, shopping and entertainment areas as well. More and more elderly persons are continuing to remain active in their communities and need transportation to community events, shopping centers, and some continue to work full or part-time jobs, well past the traditional retirement age of 65.

Persons with Disabilities

Of the more than 570,000 persons living in the MACOG region more than 166,000 identified themselves as having a non-institutionalized disability according to the

2000 US Census. The identified disabilities include: sensory, mental, physical, self-care, among others. Many times persons with disabilities have difficulties or are restricted from driving a car. Public and private transportation providers provide valuable services to these individuals to allow them to get to employment, educational institutions, medical appointments, and other destinations. However capacity constraints may limit the resources available to persons who use wheelchairs or who have other mobility limitations.

Low-Income Individuals

Many low-income individuals rely heavily on public transit to meet their basic transportation needs. In each of the four counties, a public transit service operates to help meet the needs of all individuals. These transit systems vary in complexity from large fixed route services in the urban areas, to small demand response services in the rural communities. Not only does public transit assist low-income individuals, so do some private and non-profit organizations.

Below are maps of the region showing the census block groups where there are households below the region's median household income level.

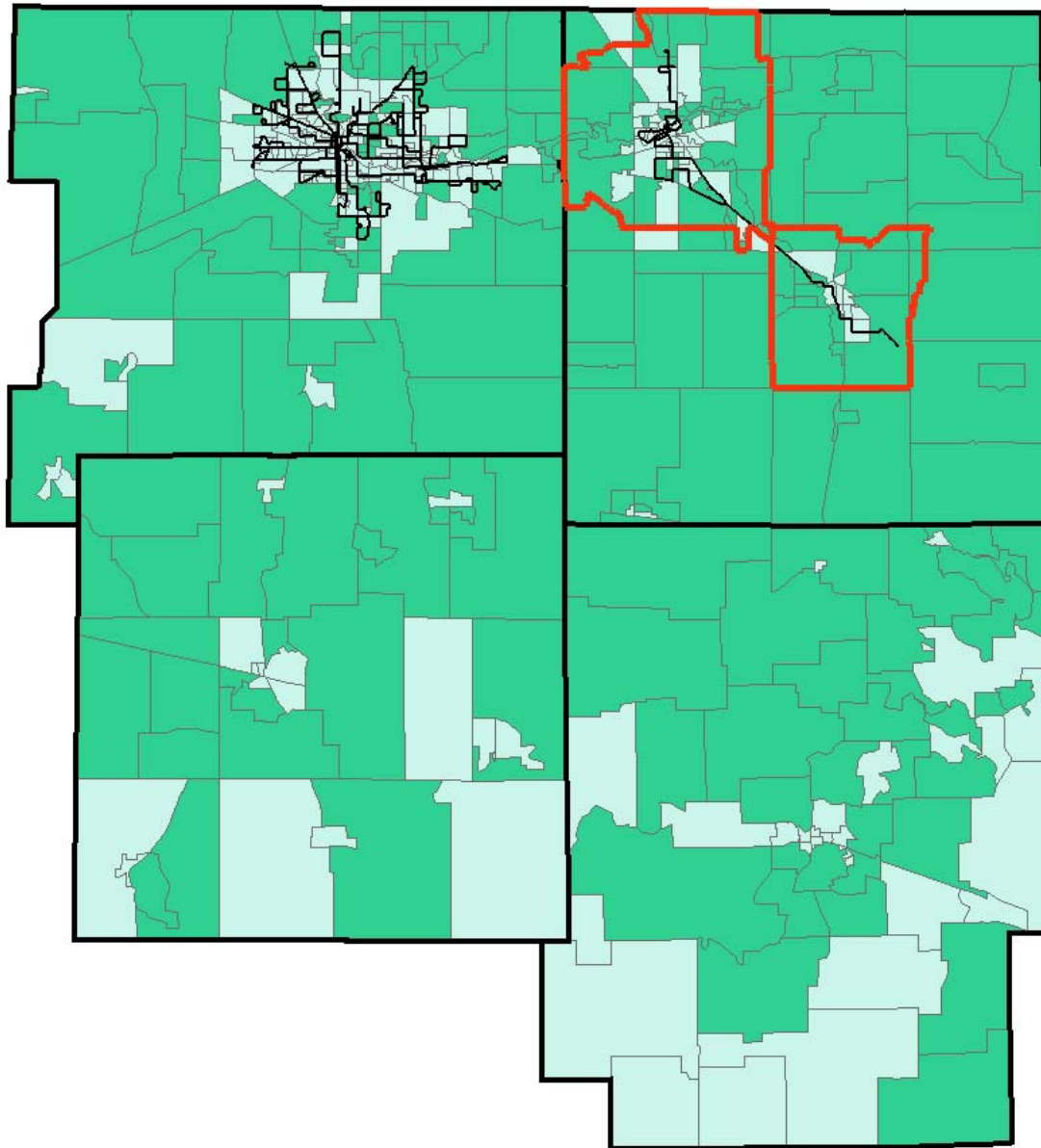


Figure 1 Map of Income Distribution in the MACOG Region.

The above map shows income distribution in the MACOG region based on the region's median household income expressed in 1999 dollars (from 2000 US Census). The lighter areas indicate where the median household income of that block group is below the regional median household income of \$42,022. Overlaid on this map are the transit routes in St. Joseph and Elkhart Counties. Both Kosciusko and Marshall Counties have countywide demand-response public transit services.

Section 4: Existing Transit Services

Public Transportation

Each of the four counties surveyed in this planning process have public transportation in varying formats. Public transportation is defined as the provision of general or special transportation service to the public on a regular and continuing basis. Paratransit service is usually a demand-response service to provide transit service to persons with disabilities. Generally public transit systems will vary based on the urban vs. rural nature of the service area.

Elkhart and St. Joseph Counties

These urbanized counties have fixed route public transit systems. The South Bend Public Transportation Corporation, known as Transpo, operates weekday and Saturday service in South Bend and Mishawaka. Transpo also operates paratransit service known as Transpo Access. The Interurban Trolley operates fixed route service in Elkhart and Goshen. Heart City Rider and Goshen Transit Service are demand-response transit services and also provide paratransit service in Elkhart and Goshen. Specific route and service information for each transit provider is shown below.

- **South Bend Public Transportation Corporation - Transpo**

Transpo operates 17 interlinking routes. Ten of the routes operate within South Bend, five routes extend to Mishawaka, and 2 routes operate only in Mishawaka connecting the downtown area with the Grape Road corridor. The Transpo bus fleet is 100% accessible to persons using wheelchairs. The bus fare is 75 cents for a one-way trip. Persons age 65+, disabled persons, and Medicare cardholders ride for half-fare. Up to 2 children under age 5 ride free with a fare-paying passenger. A 31-day pass is also available for purchase. 2005 unlinked ridership was 3,119,850 passenger trips.

The following facilities and organizations are accessible by Transpo:

Medical	Industrial/Corporate	Job Services	Transportation
Memorial Hospital	Bosch/Honeywell	State Employment Services	Amtrak Station
St. Joseph Regional Medical Center	A. J. Wright	Logan Industries	South Bend Regional Airport
St. Joseph Hospital, Mishawaka	Mishawaka Futures Ind. Park	Work One	South Shore Commuter Rail
Healthwin Hospital	Edison Lakes Office Park		
South Bend Clinic			

Public Housing/Major Apartments	Senior/Elderly Housing
Indian Springs Apartments	Fairington Apartments
Portage Manor	Karl King Apartments
Hurwich Apartments	Eastgate Circle Apartments
Laurel Woods Apartments	Ironwood Health & Rehabilitation
Southmore Apartments	St. Paul's Retirement Community
Western Plaza High Rise	Inwood Hill Estates
LaSalle Park Homes	100 Center Apartments
Harbor Homes	
Village Green Mobile Home Park	
Corby Homes	
Hickory Village Apartments	
Beacon Heights	
Miami Hills Apartments	
Irish Hill Apartments	
Countryside Village Mobile Home Park	

Shopping/Retail Sites	Schools/ Education Facilities
North Village Mall	Edison Middle School
LaSalle Square	Jackson Middle School
Meijers	Navarre Middle School
Wal-Mart	John Young Junior High School
Erksine Village	St. Joseph's High School
Erskine Commons	LaSalle High School
Farmers Market	Riley High School
Broadmoor Shopping Center	John Adams High School
University Commons	Mishawaka High School
University Park Mall	Washington High School
100 Center Complex	Holy Cross College
Belleville Shopping Center	St. Mary's College
Town & Country Shopping Center	University of Notre Dame
Supper Target	Indiana University at South Bend
	Ivy Tech
	Bethel College

- **Transpo Access**

The South Bend Public Transportation Corporation also operates paratransit service in South Bend and Mishawaka known as Transpo Access. It is available to ADA-eligible persons who are unable to use regular bus service. The fare is \$1.50 each way. Service is available from 6:00 am until 9:00 pm on weekdays, and from 7:30 am through 6:00 pm on Saturdays.

- **The Trolley**

Another South Bend Public Transportation Corp. services is The Trolley, which operates in downtown South Bend. It is oriented to the central business district and the East Bank district that include restaurants, retail stores, and Memorial Hospital. Transpo riders can transfer to The Trolley for free. Other riders pay 25 cents. It operates Monday through Friday from 7:00 am to 9:00 pm.

- **Blackthorn Express**

Transpo has used Job Access Reverse Commute (JARC) funds to operate late night/early morning work trips to the Blackthorn Industrial Park, which is located in the northwest side of South Bend. In addition to the industrial park, this route also serves Logan Industries, the South Bend Community Schools school bus garage, and an Ameritech facility. These work-oriented trips originate at the South Street Station to accommodate travel to 2nd and 3rd shift jobs and run as an express route until reaching the Bendix/Lathrop intersection. The first AM trip leaves South Street Station at 5:20 and reaches the industrial area at 5:42. Other morning trips operate at 6:20, 7:20, and 8:20. The Blackthorn Express begins again at 1:20 pm and operates hourly through 9:20 pm. This service is available on weekdays only.

A chart of the Transpo routes and schedules is included as Appendix E.

- **The Interurban Trolley**

Fixed route bus service began in the Elkhart/Goshen Urbanized Area in 1999. A fixed route between downtown Elkhart and Goshen was established and coordinated with the Concord Township bus route operated by the township trustee. In 2004 the service was expanded to add the North Pointe, which extends fixed route transit service to the northern part of Elkhart. Another improvement was made in 2005-06 with the introduction of trolley buses to the fleet. Seven trolley buses currently operate on the three-route system. The service spans from 4:55 am to 7:55 pm on weekdays and from 5:40 am to 7:40 pm on Saturdays. The base fare is \$1:00 per one-way trip and transfers between the routes are free. Seniors aged 65+ and Medicare card holders can rider for half –fare during non-peak hours. The trolley bus fleet is 100% Lift equipped. 2006 unlinked ridership was 165,409 passenger trips. A chart of the Interurban Trolley routes is in Appendix F

The following facilities and organizations are accessible by the Interurban Trolley:

Medical Facilities	Industrial/Major Employers	Transportation	Schools
Elkhart General Hospital	Goshen Industrial Park	Greyhound Station	Goshen College
		Amtrak Station	Elkhart Public Library
			Goshen Public Library

Senior/Elderly Housing	Social Services	Shopping/Retail
Greencroft Retirement Community	Family and Children Services	Downtown Elkhart
Riverside Apartments	Salvation Army	North Pointe Shopping Center
Waterfall Apartments	County Court House	Wal-Mart
Rosedale Apartments	Lincoln Center	Concord Mall
Carriage House Apartments	Elkhart Housing Authority	Pierre Moran Mall
Washington Gardens	Welfare Office	Meijers
Stratford Commons	The Window	Downtown Goshen
Old Farm Apartments	Tolson Center	
	Oaklawn	

- **Heart City Rider / Goshen Transit Service**

Demand-response paratransit service is operated in Elkhart and Goshen through a user-side subsidy program and a service contract with local taxi companies. Service operates seven days a week, 24 hours a day, including holidays. The vehicle fleet is comprised of 22 taxis and seven low-floor minivans equipped with ramps for wheelchair accessibility. 2006 ridership was 130,704 passenger trips

The rider fare is based on trip mileage: \$3.70 is the first mile cost, and \$1.80 for each additional mile. Ambulatory rider tips are subsidized at half fare, up to a \$3.00 subsidy. Persons using wheelchairs are charged \$7.00 for the first 3 miles, and \$1.80 for each additional mile. These trips are subsidized up to \$9.60. Intercity trip between Elkhart and Goshen can be made if the rider is registered for both transit programs. Intercity trips are subsidized up to \$6.00 for Ambulatory riders and up to \$12.60 for persons using wheelchairs. ADA-eligible riders pay \$2.00 per trip if the origin and destination of the trip is within the ADA corridors (3/4 mile on either side of the fixed bus routes).

Demand response trips are scheduled in "real time," no prior reservations is needed. Service is door to-door. Since the service area encompasses all of

Elkhart and Goshen, more facility and organization sites are accessible by demand-response. The following are **additional** places (in addition to those shown above for the Trolley) may be reached using Heart City Rider and/or Goshen Transit.

Medical	Industrial	Job Services	Social Services	Schools	Transit
Goshen General Hospital	Middlebury Industrial Park	Work One	Goshen Housing Authority	Ivy Tech	Elkhart Airport
Elkhart Clinic	County Road 4 Corridor	ADEC	Church Community Services		
			Women's Shelter		

Marshall and Kosciusko Counties

These rural counties are served by demand-response public transit systems. Marshall County Council on Aging operates the Rock City Rider under a service contract with MACOG. In Kosciusko County the Kosciusko Area Bus Service (KABS) operates public transit service under the Cardinal Center. Specific route and service information for each transit provider is shown below.

- **Rock City Rider**

Rock City Rider service operates on weekdays from 8:00 am to 4:30 pm. The service area is the municipal boundaries of Plymouth and the fare is \$3.00 per trip. As a user-side subsidy program, the rider pays half-fare: \$1.50. Service in the county is also available to and from Plymouth and LaPaz, Bremen, Bourbon, Culver and Argos. The rider fare fro these county trips is \$5.00. Operating door-to-door demand-response mode, Rock City Rider services all social services, industrial areas, medical facilities, retail and commercial areas, and residential areas in Plymouth and the surrounding five towns. 2006 ridership was 1,615 passenger trips.

- **KABS**

KABS/City Bus operates demand response service countywide from 6:00 am to 5:30 pm. on weekdays. No weekend or holiday service is operated. Base fare is \$1.50 with 24-hour notice, or \$4.50 for same day service. KABS has a guaranteed on-time service policy. If the vehicle arrives late, the ride is given free. A 15-minute window is allotted from the scheduled pick-up time.

A 10-ride pass or tokens are available for \$15.00. A “no show” fee of \$6.50 is charged to riders who fail to keep their scheduled ride. KACS accepts subscription rides, which schedules a “standing” reservation. 2005 ridership was 71,864 passenger trips.

The service area is Warsaw and Winona Lake. Cardinal Center administers the KABS program. In the same manner as above, KABS services all social services, industrial areas, medical facilities, retail and commercial areas, and residential areas in the service area.

Human Services Transportation

Many social service agencies, retirement communities, group homes, senior centers, and other similar organizations operate transit for their clients/residents. Four non-profit agencies in the region have received vehicles through INDOT and the Section 5310 program: ADEC, the Elkhart County Council on Aging, and Elderhaus/City of Nappanee in Elkhart County; and Marshall County Council on Aging in Marshall County.

MACOG maintains a regional fleet inventory and updated the database with transit information submitted with the Agency Surveys administered in conjunction with this Coordinated Plan process. Most of the agencies use vans or minivans for service. ADEC and Greencroft have buses. Using this database, the following types of service are operated.

AGENCY CLIENT –SPECIFIC TRANSIT SERVICE PROVIDERS

Elkhart County	St. Joseph County	Marshall County	Kosciusko County
ADEC	Atria Living Center – Tanglewood Trace	Shady Rest Home	Kosciusko County COA
Youth for Christ	Hamilton Grove Retirement Community	Cardinal Center	Lakeland Rehab & Healthcare
Elderhaus Senior Center	The Arbors at Southfield	Miller's Merry Manor	
Greencroft Retirement Community	Healthwin Specialized Care Facility	Marshall-Starke Development Center	
MDC-Goldenrod	St. Paul's Retirement Community	Marshall County COA	
Elkhart County	St. Joseph County	Marshall County	Kosciusko County
Boys & Girls Club-	Real Services		

Nappanee			
Elkhart County COA	Southfield Village		
Brentwood at Elkhart	Corvilla, Inc.		
YMCA of Elkhart	AIDS Ministries of Northern IN		
Bashor Children's Home	Jewish Federation		
	Inwood Hills Estates		
	DuComb Community Corrections		
	Juvenile Justice Center		
	Youth Services Bureau		

Student Transportation

The majority of student transportation is provided by the school system in the region. School City of Mishawaka operates limited bus service to its disabled students. However, Mishawaka High School and the two middle schools are located on Transpo routes. Transpo also provides "tripper" service to Mishawaka schools as well as some South Bend schools. This school service is noted on the Transpo route and service chart in Appendix E.

School Bus Service is operated by the following schools:

Elkhart County	St. Joseph County	Marshall County	Kosciusko County
Baugo Community Schools	Union North United Schools	Argos Community Schools	Wawasee Community School Corporation
Concord Community Schools	School City of Mishawaka	Triton Community Schools	Warsaw Community Schools
Elkhart Community Schools	Penn-Harris-Madison School Corporation	Bremen Public Schools	
Wa-Nee Community Schools	New Prairie United School Corporation	Culver Community Schools	
Elkhart County	St. Joseph County	Marshall County	Kosciusko County
Fairfield	John Glenn School	Plymouth	

Community Schools	Corporation	Community School Corporation	
Goshen Community Schools	South Bend Community School Corporation		

The region hosts a multitude of colleges and universities. However the only ones that have transportation for the students are the University of Notre Dame and St. Mary's College. In conjunction with these two schools, Transpo introduced "The Sweep" in August 2005. University of Notre Dame and St. Mary's College students, faculty, and staff ride free with a current valid id. Public riders pay the usual Transpo fares. The Sweep connects with Transpo Rt. 7 at the Notre Dame library.

During weekdays, the service operates between the two schools and incorporates the married students apartments as well. Monday through Thursday the service spans from 7:00 am to 10:30 pm. Friday service hours are extended to 2:30 am. Saturday service begins at 9:00 am and extends to 2:30 am. There is no Sunday service.

Private Transportation

There are taxi services operating in each county as well as limousine service, over the road bus service, charter bus service, private medical service, and private employment shuttles. A listing of these private providers in each county is provided below.

Elkhart County	St. Joseph County	Marshall County	Kosciusko County
TAXI	TAXI	TAXI	TAXI
Ace Cab Company	American Cab	Taxi Express	ASAP Taxi
Maple City Taxi	Yellow Cab		Fast Cab
	Michiana Taxi		
	Checker Cab		
	ABC Cab Co,		
	Express Cab		
CHARTER BUS	CHARTER BUS	CHARTER BUS	CHARTER BUS
Cardinal Buses Inc.	Royal Excursion	Cardinal Travelways	Cardinal Charters & Tours
			Summit Coaches
INTERCITY BUS	INTERCITY BUS	INTERCITY BUS	INTERCITY BUS
Greyhound	Greyhound		Greyhound

Elkhart County	St. Joseph County	Marshall County	Kosciusko County
AIRPORT SHUTTLE	AIRPORT SHUTTLE	AIRPORT SHUTTLE	AIRPORT SHUTTLE
Coach USA	Coach USA		
MEDICAL	MEDICAL	MEDICAL	MEDICAL
	Road Runner Inc.		
EMPLOYMENT	EMPLOYMENT	EMPLOYMENT	EMPLOYMENT
Various private shuttle vans	MCT Intrans		
	There You Go Transit		
LIMO SERVICE	LIMO SERVICE	LIMO SERVICE	LIMO SERVICE
Burgess Limousine Service	1 st Class Limousine		
	Royal Excursion		
	Corporate Limousine Service		
	Prestige Limousine Service		
	McGann's Executive Limousine Service		

Section 5: Needs, Gaps and Duplication

This section summarizes the issues and needs discussed at the Stakeholder meetings. Most issues involve transit needs and service gaps. This information is presented by county. Issues mentioned in more than one county are highlighted in bold type.

Elkhart County:

Transit Service Gaps:

- **Bus service does not operate to accommodate 2nd and 3rd shift industrial sites or late night retail areas.**
- **No service to/from South Bend – St. Joseph Country. Need access to jobs.**
- Bus service does not serve Goshen Hospital. This was a priority with stakeholders and written comments from the Disability Resource Network of Elkhart County
- Bus service requested on Osolo Road to serve Board Walk, Maple Lane, and Prairie Creek residential areas
- Nappanee low-income, elderly and disabled persons need transportation to medical appointments in Elkhart

Other Issues:

- Goodwill requests that a bus stop be added at Oakland & Lusher (Concord route)
- More bus shelters should be placed to enable wheelchair users to get out of inclement weather. (Disability Resource Network request)
- Plan a paratransit service open to all persons for door-to-door service with no need for advance notice. (Disability Resource Network request).
- New Elkhart County jail is located near CR7 & CR 26, outside the urban area and the fixed route service area.
- Hispanics and Work Release center want more stops in industrial area.

St. Joseph County:

Transit Service Gaps:

- **No transit available between St. Joseph and Elkhart Counties**
- **Need transit for 2nd/3rd job shifts – weekdays & weekends**
- No Sunday or holiday service available
- **Need public transit later in the evening**
- Need Door-to-Door service between YWCA and IUSB (South Bend)
- Need transit between Indian Village and South Bend
- Apartment Community (300+ resident) on Generations Drive (South Bend) not served
- No transit alternative for senior apartments in Lakeville)

Other Issues:

- Need sidewalks in many areas
- Personal safety on public transit
- Some agencies have border restrictions – cannot service in neighboring county
- Lack of funding
- Want agency pass, like a coupon book for day passes, instead of tokens
- Employers should provide employee transit
- SB Community Schools should provide Student IDs so students can have free rides
- Riders who are disabled cannot safely reach the VA facility from drop-off point (South Bend)

Marshall County

Transit Service Gaps:

- Bourbon no longer has a grocery or pharmacy so residents need transit to Plymouth or Bremen for these services
- Travel between Plymouth and Bremen is needed to access jobs.
- Department of Child Services clients need travel to court hearings counseling, drug & Alcohol classes and probation appointments; some of their trips can be met with Medicaid trips
- Division of Family Resources clients need travel to the DFR office, however as of 2/8/07 clients can access the office by phone, fax, or internet for most services

Other Issues:

- Participants agreed that individual agencies' trip volume (riders per trip) could increase if services were coordinated
- It was also stated that Plymouth residents don't understand there is public transit service available; neither did the local agencies necessarily understand the each other's scope of services
- It was pointed out that Greyhound no longer stops in Plymouth.

Kosciusko County:

Issues Identified:

Transit Service Gaps:

- No dedicated public transit service in the outlying areas, specifically Syracuse and Milford.

Other Issues:

Kosciusko County residents travel to South Bend or Ft. Wayne for airport service. There is no public transit alternative for these trips.

Due to Lake Wawasee and Syracuse Lake, Syracuse has an increase of 20,000 to 30,000 people per day during the summer months. Normally the combined city and township population is 9,000 persons.

Section 6: Assessment

Strategies, Priorities & Project Lists

Priority 1	Provide access to jobs in the two Urban Areas via public transit
Strategy 1.1	<i>Implement public transit services between the Elkhart/Goshen and South Bend Urban Areas</i>
Activities	Complete a study to determine feasibility of transit service between the two urban areas
Priority 2	Provide transit services during late-night hours, on Sundays and Holidays
Strategy 2.1	<i>Increase awareness of private and public transit providers offering these services</i>
Activities	Implement coordination/referral programs to other transit providers during non-peak hours
Activities	Increase marketing of current demand response transit services in Elkhart/Goshen Urban Area
Activities	Develop 24-hour, 7-day/per week demand response transit services in South Bend Urban Area
Priority 3	Improve overall funding for public and private transit providers
Strategy 3.1	<i>Develop and expand resources for local funding</i>
Activities	Implement innovative local financing tools to leverage federal and state funding
Priority 4	Reduce dependency on tokens/cash for payment of public transit services
Strategy 4.1	<i>Research current technologies and standards used in the United States</i>
Activities	Implement fare collection systems using current technologies and standards
Priority 6	Provide large residential/apartment communities access to public transit
Strategy 6.1	<i>Identify underserved residential areas and employment centers</i>
Activities	Utilize GIS resources and local knowledge to identify underserved areas
Priority 7	Provide public transit services to small towns in the region
Strategy 7.1	<i>Increase awareness of existing service providers</i>
Activities	Develop marketing programs for existing transit services

<i>Strategy 7.2</i>	Implement new referral programs or transit services where none currently exist
Activities	Work with local private transit providers to coordinate referral programs
Priority 8	Provide accessible locations for passengers to wait for transit vehicles
<i>Strategy 8.1</i>	Designate safe, secure, accessible locations for passengers to wait at
Activities	Provide accessible sidewalks/multi-use paths to designated transit stops
Priority 9	Provide public transit riders a safe and secure environment while riding and/or waiting for a vehicle
<i>Strategy 9.1</i>	Increase passenger safety and security while waiting for transit services
Activities	Build accessible transit shelters for riders to wait at in inclement weather at designated locations
<i>Strategy 9.2</i>	Increase passenger safety on transit vehicles
Activities	Implement security precautions such as CCTV, or the Transit Watch Program
Priority 10	Work with employers or groups of employers to provide ridesharing/car pooling/van pooling transit services
<i>Strategy 10.1</i>	<i>Identify potential employer based transit programs in the Region</i>
Activities	Promote van pooling programs to employers or groups of employers
Priority 11	Work with School Corporations to reduce redundant vehicle trips using transit vehicles rather than school buses
<i>Strategy 11.1</i>	Identify urban neighborhoods where transit and school bus routes coincide
Activities	Develop strategy to reduce school bus trips while providing a safe, secure, accessible alternative for students
Priority 12	Provide public and/or private paratransit providers who provide door-to-door access to medical facilities
<i>Strategy 12.1</i>	Promote public and private transit providers who offer paratransit services
Activities	Market existing public and/or private transit providers to medical offices to provide transportation to clients
Activities	Coordinate trips between agencies to reduce paratransit costs associated with Medicaid funding

Priority 14	Provide public and/or private paratransit providers who provide door-to-door access to government facilities
Strategy 14.1	<i>Promote public and private transit providers who offer general transit services</i>
Activities	Market existing public and/or private transit providers to government offices
Activities	Promote transit services for individuals who have reduced driving capabilities
Priority 15	Decrease overall spending on transportation costs through cooperation and coordination of private providers
Strategy 15.1	<i>Increase riders per trip for various private providers through coordination of trips</i>
Activities	Encourage private transit providers to share capacity and trips through coordination
Activities	Encourage annual meetings to discuss regional coordination strategies
Priority 16	Promote existing public transit services in rural communities
Strategy 16.1	<i>Identify and market existing public transit services to target populations</i>
Activities	Develop marketing programs targeted at employers and residents to promote existing public transit services
Priority 17	Provide public or private transit access to urban centers inside and outside of the region
Strategy 17.1	Develop intra-regional transit program to provide transit services within the region
Activities	Complete a study to determine feasibility of transit service between Elkhart/Goshen and South Bend Urban Areas
Strategy 17.2	Provide public or private transit services to Indianapolis and Fort Wayne
Activities	Complete a study to determine feasibility of transit service to urban centers outside of the Region
Priority 21	Address needs of large seasonal (students/vacationers) populations in the region
Strategy 21.1	Market and promote current public transit services to seasonal (students/vacationers) populations
Activities	Increase marketing program of existing transit services

Appendices

Appendix A – Agencies Receiving Human Services Survey Form

Agency	Category
4C's- Community Coordinated Child Care Inc.	Child/Youth Services
ADEC	Disability Services
Advanced Care Transport LLC	Transit Provider
AIDS Ministries/AIDS Assist	Referral Services
AIDS Ministries/AIDS Assist Direct Services	Subsidizes Transit
American Cancer Society - Road to Recovery	Subsidizes Transit
Apostolic Temple Village Inc.	Senior Residences
Arborwood Living Center	Senior Residences
Atria Senior Living Group - Eastlake Terrace	Senior Residences
Bashor Children's Home	Child/Youth Services
Battell Community Center	Senior Residences
Baugo Township - Elkhart	Township Trustees
Beardsley House	Senior Residences
Benton Township - Millersburg	Township Trustees
Big Brothers-Big Sisters - South Bend	Child/Youth Services
Big Brothers-Big Sisters of Elkhart County	Child/Youth Services
Bourbon Township - Bourbon	Township Trustees
Bowen Center (Elkhart)	Medical & Rehab
Bowen Center (Plymouth)	Medical & Rehab
Bowen Center (Warsaw)	Medical & Rehab
Boys & Girls Club of Goshen	Child/Youth Services
Boys & Girls Club of Marshall County	Child/Youth Services
Boys & Girls Club of Middlebury	Child/Youth Services
Boys & Girls Club of Nappanee	Child/Youth Services
Boys & Girls Club of St. Joseph County	Child/Youth Services
Bremen Health Care	Medical & Rehab
Bremen Manor	Senior Residences
Brentwood at Elkhart	Senior Residences
Brookdale-Sterling House of South Bend	Senior Residences
Camp Millhouse	Disability Services
Cardinal Center	Residential Services
Cardinal Center Inc.	Senior & Disabled Services
Catholic Charities	Child/Youth Services
Center for Community Justice	Victim Programs
Center for the Homeless	Residential Services
Center Township - Plymouth (Marshall)	Township Trustees
Center Township - South Bend	Township Trustees
Charles Black Recreation Center	Child/Youth Services
Charles Martin Youth Center	Child/Youth Services
Chiara Home Inc.	Respite Care
Church Community Services	Subsidizes Transit

Agency	Category
City of Warsaw	Planning Agency
Clay Township - Warsaw (Kos)	Township Trustees
Clay Township General Assistance Office	Township Trustees
Cleveland Township - Elkhart	Township Trustees
Clinton Township - Millersburg	Township Trustees
Concord Schools	School Corp.
Concord Township - Elkhart	Township Trustees
Corvilla, Inc.	Residential Services
Country Care West Inc.	Senior Residences
Courtyard of Goshen	Senior Residences
Disability Resource Network	Disability Group
Dismas House of Michiana	Residential Services
Div. of Family Resources - St. Joseph Co.	Public Assistance
Div. of Family Resources - Elkhart County	Public Assistance
Div. of Family Resources - Kosciusko Co.	Public Assistance
Div. of Family Resources - Marshall Co.	Public Assistance
DuComb Community Corrections of St. Joe Co.	Work Release
Dunedin Apartments	Senior Residences
El Campito	Minority Services
Elder House/Nappanee Senior Center	Senior Services
Elkhart Clinic	Medical & Rehab
Elkhart Community Schools	School Corp.
Elkhart County COA	Senior Services
Elkhart County Planning	Planning Agency
Elkhart County Women's Shelter	Women's Services
Elkhart County Work Release	Work Release
Elkhart County Youth Services Bureau	Child/Youth Services
Elkhart General Hospital	Medical & Rehab
Elkhart Housing Authority	Residential Services
Elkhart Township - Goshen	Township Trustees
Etna Township - Etna Green (Kos)	Township Trustees
Faith Mission of Elkhart	Residential Services
Family & Children's Center, Counseling & Development	Family Services
Family Counseling Services	Referral Services
First Steps - Elkhart County/St. Joseph Counties	Child/Youth Services
FMC-Warsaw	Dialysis Center
Forever Learning Institute	Senior Services
Franklin Township - Akron	Township Trustees
German Township - Bremen	Township Trustees
German Township - South Bend	Township Trustees
Golden Oak Village	Senior Residences
Goodwill Industries of Michiana	Job Training
Goodwill Vocational Services	Job Training

Agency	Category
Goshen Community Schools	School Corp.
Goshen General Hospital	Medical & Rehab
Goshen Housing Authority	Residential Services
Grace Village Retirement Home	Senior Residences
Green Township - Plymouth)	Township Trustees
Greencroft Retirement Center	Senior Residences
Greene Township - South Bend	Township Trustees
Greenleaf Living Center (Elkhart)	Senior Residences
Greenleaf Living Center (Granger)	Senior Residences
Habitat for Humanity - Elkhart County	Residential Services
Habitat for Humanity - Kosciusko County	Residential Services
Habitat for Humanity - Marshall County	Residential Services
Habitat for Humanity - St. Joseph County	Residential Services
Hamilton Communities	Senior Residences
Hannah's House	Residential Services
Harris Civil Township - Granger	Township Trustees
Harrison Township - Atwood	Township Trustees
Harrison Township – Goshen	Township Trustees
Healthwin Specialized Care Facility	Medical & Rehab
Heart City Health Clinic	Medical & Rehab
Hearts and Hands	Minority Services
Helping Hand Service Center	Referral Services
Heritage House Assisted Living	Senior Residences
Holy Cross Village at Notre Dame	Senior Residences
Hope Rescue Mission	Residential Services
Hospice of St. Joe. Co.	Medical & Rehab
Housing Assistance Office, Inc.	Housing Assistance
Housing Authority of South Bend	Housing Assistance
Howard Park Senior Center	Senior Services
Hubbard Hill	Adult Day Care
IN Dept. of Aging & Rehab Services	Medical & Rehab
Inwood Hill Estates	Senior Residences
Jackson Township - Sidney	Township Trustees
Jackson Township - Syracuse	Township Trustees
Jefferson Township – Bristol	Township Trustees
Jefferson Township – Milford	Township Trustees
Jewish Federation of St. Joseph Valley -Senior Services	Subsidizes Transit
Juvenile Justice Center of St. Joseph Co. -St. Joseph Probate Court	Child/Youth Services
KABS	Transit Provider
Karl King Riverbend Services	Senior Residences
Kosciusko County Chamber of Commerce	Chamber
Kosciusko County Council on Aging	Senior Services
La Casa De Amistad Youth Center	Minority Services

Agency	Category
LaCasa of Goshen	Residential Services
Lake Township - Silver Lake	Township Trustees
Lakeland Manor	Senior Residences
Lakeland Rehabilitation & Health Care Center	Senior Residences
LANA	Neighborhood Centers
Leighton Center for Senior Health	Senior Services
Liberty Township - North Liberty	Township Trustees
Life Treatment Centers, Inc.	Medical & Rehab
Life Treatment Centers, Inc.	Medical & Rehab
Lincoln Township - Walkerton	Township Trustees
Locke Township - Nappanee	Township Trustees
LOGAN - Community Resources Inc.	Disability Services
LOGAN Building Blocks	Child/Youth Services
LOGAN Community Sources	Housing Assistance
LOGAN Employment Services	Job Training
Lu Ann Nursing Home	Senior Residences
Madison Center and Hospital	Medical & Rehab
Madison Township - South Bend	Township Trustees
Manpower	Job Placement
Maple City Health Care	Medical & Rehab
Marshall County COA	Senior Services
Marshall County Neighborhood Center	Referral Services
Marshall County Single Parent Program	Family Services
Marshall-Stark Development Center	Disability Services
Mason Health Care Facility	Senior Residences
McDonald Physical Therapy	Medical & Rehab
MDC - Goldenrod	Disability Services
Memorial Hospital	Medical & Rehab
Middlebury Township - Middlebury	Township Trustees
Miller's Merry Manor	Senior Residences
Miller's Merry Manor	Senior Residences
Miller's Merry Manor	Senior Residences
Miller's Senior Living Community	Senior Residences
Miller's Senior Living Community	Senior Residences
Mishawaka City Planning	Planning Agency
Mishawaka Housing Authority	Residential Services
Monroe Township - Pierceton	Township Trustees
Morningside Nursing and Memory Center	Senior Residences
Near Westside Neighborhood Partnership Center	Neighborhood Centers
Nephrology Inc – Elk	Dialysis Center
Nephrology Inc – Mish	Dialysis Center
Nephrology Inc – SB	Dialysis Center
North Central Indiana First Steps	Child/Youth Services

Agency	Category
North Township - Bremen (Marshall)	Township Trustees
Northeast Neighborhood Center	Neighborhood Centers
Northern Indiana Workforce Board Inc.	Job Placement
Oaklawn	Medical & Rehab
Olive Township - New Carlisle	Township Trustees
Olive Township – Wakarusa	Township Trustees
OSMC Physical & Occupational Therapy	Medical & Rehab
Osolo Township – Elkhart	Township Trustees
Pathfinder Services	Referral Services
Penn Township – Mishawaka	Township Trustees
Penn-Harris-Madison Schools	School Corp.
Pilgrim Manor	Senior Residences
Plain Township - Leesburg	Township Trustees
Plymouth Chamber of Commerce	Chamber
Pokagon Band of Pottawatomie	Minority Services
Polk Township - Plymouth	Township Trustees
Portage Manor	Senior Residences
Portage Township - South Bend	Township Trustees
Prairie Township – Warsaw	Township Trustees
Prairie View Health Care Center	Senior Residences
Providence House	Senior Residences
Real Services	Senior Services
River Park Neighborhood Partnership Center	Neighborhood Centers
Royal Oaks - The Residence	Senior Residences
Rum Village Neighborhood Partnership Center	Neighborhood Centers
Safe Station	Child/Youth Services
Saint Joseph's Tower	Senior Residences
Salvation Army – Elkhart	Subsidizes Transit
Salvation Army – Goshen	Subsidizes Transit
Salvation Army of St. Joseph County	Subsidizes Transit
School City of Mishawaka	School Corp.
Scott Township - Nappanee	Township Trustees
Senior1Care	Senior Services
Seward Township – Claypool	Township Trustees
Shady Rest Home	Senior Residences
Soup of Success	Job Training
South Bend Clinic	Medical & Rehab
South Bend School Corp., Dept. of Transportation	School Corp.
St. Joseph Co. Chamber of Commerce	Chamber
St. Joseph County Area Plan	Planning Agency
St. Joseph County Youth Service Bureau	Child/Youth Services
St. Joseph Reg. Med. Center – ER – Plymouth	Hospital
St. Joseph Regional Medical Center	Medical & Rehab

Agency	Category
St. Margaret's House	Women's Services
St. Paul's Retirement Community	Senior Residences
Sunset House/Tender Loving Care	Senior Residences
Taxi Express of Plymouth LLC	Transit Provider
The Arbors at Southfield Village	Senior Residences
The Cornerstone	Senior Residences
The Country Manor - Miller's Merry Manor	Senior Residences
The Milton Home	Senior Residences
The Willows	Senior Residences
The Window	Subsidizes Transit
Tippecanoe Township - Bourbon	Township Trustees
Tippecanoe Township - North Webster	Township Trustees
Tolson Center	Child/Youth Services
Town of Syracuse	Town Manager
Transit Rider - Visually Disabled	Transit User
Transpo	Public Transit
Turkey Creek Township - Syracuse	Township Trustees
Union Township - Culver	Township Trustees
Union Township – Lakeville	Township Trustees
Union Township - Nappanee	Township Trustees
United Health Services	Referral Services
United Religious Community	Referral Services
United Way 211	Referral Services
United Way of St. Joseph County	Referral Services
Urban League - South Bend & St. Joseph County	Minority Services
Van Buren Township - Milford	Township Trustees
Walnut Township – Argos)	Township Trustees
Warren Township - North Liberty	Township Trustees
Washington Township - Bristol	Township Trustees
Washington Township - Pierceton	Township Trustees
Waterford at Edison Lakes	Senior Residences
Waterford Crossing	Senior Residences
Wayne Township - Warsaw	Township Trustees
Wedgewood Pines Assisted Living	Senior Residences
West Township - Plymouth	Township Trustees
Westside Neighborhood Partnership Center	Neighborhood Centers
Whispering Pines Apartments	Senior Residences
William C. Ellison Residence	Senior Residences
Wood Ridge Assisted Living	Senior Residences
Work One	Job Placement
YMCA of Elkhart	Child/Youth Services
YMCA of Michiana, Inc.	Child/Youth Services
Your Home Assisted Living	Senior Residences

Agency	Category
Youth For Christ / Lifeline	Child/Youth Services
YWCA of St. Joseph Co.	Residential Services

Appendix B – Human Services Survey Form



AGENCY SURVEY

Organization: _____

Contact Person: _____
Position: _____
Location: _____
Mailing Address: _____
E-mail: _____
Phone: _____ Office (____) ____ - ____ Cell: (____) ____ - ____ Fax: (____) ____ - ____

1. What is the organization's primary mission? _____

2. The majority of the organization's clients include?

- ☐ Senior citizens
- ☐ Disabled individuals
- ☐ Students
- ☐ Low-income individuals
- ☐ Job seekers
- ☐ Other: _____

3. Does the organization provide transportation services?

- ☐ Yes
- ☐ No

If yes, are these services provided by the organization as opposed to contracted out to another provider?

- ☐ Yes
- ☐ No

If yes to both questions continue to number 4 If no, to either question skip to item 17.

4. The organization provides transportation services only for its clients.

- ☐ Yes
- ☐ No, please explain: _____

5. Please tell us about your vehicles:

Indicate how many vehicles your organization...	Please describe the type of vehicles in each category: (e.g. 5 minivans, 2 passenger cars, 1 bus)	# Accessible to persons with disabilities?
Own: _____		
Lease: _____		
Other: _____		

6. How many dedicated drivers does the organization have for its transportation services?

On the payroll as only a driver: _____

Unpaid Volunteers: _____

Staff filling in as drivers: _____

Other, please explain: _____

7. Does the organization have a vehicle maintenance facility?

☐ Yes

☐ No

a. If yes, does the organization have a mechanic on staff?

☐ Yes

☐ No

b. If no, does the organization contract out for vehicle maintenance services?

☐ Yes

☐ No, please explain _____

8. Please check the types of clients the organization provides transportation services for:

☐ Elderly

☐ Disabled Persons

☐ Open to the Public

☐ School Bus Services

☐ Only for the Organization's Clients

☐ Before and After School Services

☐ Children

☐ Charter bus

☐ Medical/Rehab

☐ Mental Health Assistance

☐ Other _____

9. In what geographical area(s) does the organization provide its transportation services?

- | | |
|---|--|
| <input type="checkbox"/> South Bend | <input type="checkbox"/> Warsaw |
| <input type="checkbox"/> Mishawaka | <input type="checkbox"/> Winona Lake |
| <input type="checkbox"/> Elkhart | <input type="checkbox"/> Elkhart County |
| <input type="checkbox"/> Goshen | <input type="checkbox"/> Kosciusko County |
| <input type="checkbox"/> Nappanee | <input type="checkbox"/> Marshall County |
| <input type="checkbox"/> Plymouth | <input type="checkbox"/> St. Joseph County |
| <input type="checkbox"/> Other, please specify: _____ | |

10. What days and hours are the organizations transportation services available?

Days:	Hours:
<input type="checkbox"/> Monday	
<input type="checkbox"/> Tuesday	
<input type="checkbox"/> Wednesday	
<input type="checkbox"/> Thursday	
<input type="checkbox"/> Friday	
<input type="checkbox"/> Saturday	
<input type="checkbox"/> Sunday	

11. Does your organization coordinate transportation services with any other agency?

- ☐ Yes, please list partnerships: _____
- ☐ No

12. How many annual one-way trips does your agency provide to its clients? _____

13. Does your organization charge a fare or request a donation for its transportation service?

- ☐ Fare, how much: _____
- ☐ Donation requested, how much: _____
- ☐ No Fare/Donation

14. What is your organization's annual budget for transportation services? \$_____

15. Does the budget amount listed above include all items affiliated with the organization's transportation services, including vehicle maintenance, driver, dispatching, payroll, mechanic, materials etc.

- ☐ Yes
- ☐ No
- ☐ Don't know

16. Does your organization ever deny trips
- ☐ Yes, please provide number of trips denied annually: _____
 - ☐ No

What conditions cause your organization to deny trips? (Capacity, policies, etc)

Please explain:

17. What transportation services do your clients need that the organization cannot provide?

18. Do your clients require transportation outside of your service area?

- ☐ Yes, please provide where they require to be transported: _____
- ☐ No

If Yes, How often?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Other, please specify: _____

19. What type(s) of trips do your clients take? (Check all that apply)

- ☐ Shopping
- ☐ Medical
- ☐ Family/friend visits
- ☐ Employment
- ☐ Social/entertainment
- ☐ Education
- ☐ Senior Nutrition
- ☐ Social service appointments
- ☐ Religious
- ☐ Other, please specify: _____

20. Which public transportation providers serve your organization? _____

21. Do you have any service gaps between your service agency and local public transportation?

- ☐ Yes, please identify geographical area, time, etc? _____
- ☐ No

Cover Letter for Human Services Survey Form

February 22, 2007

Contact
Agency
Address
City IN Zip

Dear _____ :

You are invited to a Stakeholder meeting to discuss transit needs in Marshall County. This is part of a planning process to develop a Public Transit – Human Services Coordinated Transportation Plan for the county, and will be part of a four county regional plan.

The meeting will be held on Tuesday, March 6, 2007 at the Marshall County Council on Aging, 1305 W. Harrison, Plymouth. It will begin at 9:00am and should take about two hours. Light breakfast will be provided.

We value your input on available transit and transit resources, transit needs, and gaps in service. MACOG, the regional planning organization for Marshall, Kosciusko, Elkhart, and St. Joseph counties, has surveyed over 200 human service agencies and organizations in the 4-county area to gather current transit data. The Marshall County data will be presented at the meeting and your input to provide additional local information is needed.

Please confirm your attendance by e-mail to Maria Viramontes at mviramontes@macog.com. Or you may call her at 574-287-1829 or fax MACOG at 574-287-1840.

We look forward to your participation. Please feel free to designate another staff member to attend if you are unavailable.

Sincerely,

Sandra M. Seanor
Executive Director

Appendix C. Stakeholder Meeting Summaries

Stakeholder Meeting

County: **Marshall County**

Date/Time Held: March 6, 2007, 9:00 – 11:00 am

Place: Marshall County Council on Aging

Participating Agencies

Public Transit: Marshall County Council on Aging (Rock City Rider) and COA transit services

Private Transit Taxi Express
Advanced Care Transit (A.C.T.)

Human Service Transit: Marshall-Starke Development Center
Cardinal Center, Plymouth

Human Service Agency: St. Joseph Regional Medical Center, Plymouth
Heart and Hands
Marshall County Dept. of Family Services

Housing: Marshall County Housing/Habitat for Humanity

Chamber of Commerce: Plymouth Chamber of Commerce

Current Public Transit Available

Marshall County COA provides public transit service under the Rock City Rider program administered by MACOG. Service is available on weekdays from 8:00 am to 4:30 pm. Travel within Plymouth is \$1.50 per trip. County service operates to Culver, Argos, Bremen, Bourbon, and LaPaz. The rider cost for these trips is \$5.00 per trip.

Human Service Transit

Marshall-Starke Development Center provides client-specific service in Marshall County.

Cardinal Center provides client-specific service to and from group home in the community.

Issues Identified:

Transit Service Gaps:

- Bourbon no longer has a grocery or pharmacy so residents need to Plymouth or Bremen for these services
- Travel between Plymouth and Bremen is needed to access jobs.
- Department of Child Services clients need travel to court hearings, counseling, drug & Alcohol classes and probation appointments; some of their trips can be met with Medicaid trips.
- Division of Family Resources clients need travel to the DFR office, however as of 2/8/07 clients can access the office by phone, fax, or internet for most services.

Other Issues

- Participants agreed that individual agencies' trip volume (riders per trip) could increase if services were coordinated.
- It was also agreed that Plymouth residents don't understand there is public transit service available; neither did the local agencies necessarily understand the each other's scope of services.
- It was pointed out that Greyhound no longer stops in Plymouth.

Low Income Housing areas identified:

- On the north side of Plymouth around Michigan Rd and US 30
- Northgate Mobile Home Park Manor on Michigan Street
- Berry Brook St. in the Corbin/Jackson/Monroe Streets area
- Sycamore Street between Kenwood and S. Fifth St. in the southwest part of Plymouth
- Senior residences include the Gardens Courts complexes at 400 W. Washington, 315 W. Garro, and 501 Pennsylvania. Also Neidlinger Garden Court at 905 Berkley
- Retirements homes include Millers Senior Living Community at 8625 Oakhill and Shady Rest Home at 10924 Lincoln Highway

Industrial Areas Identified

- Industrial Park located in the northwest quadrant of Plymouth
- Smaller industrial area located on Western Avenue in Plymouth
- The Bremen industrial area is located along US 6 and St. Rd. 106

Transit Alternatives Identified:

Representatives of Taxi Express and Advanced Care Transit described their services.

- Taxi Express is located in Plymouth and operates 24 hours per day. They were unaware of the RCR service. Marshall Co. COA and Taxi Express agreed to refer trips to each other. Phone 936-6875
- Advanced Care Transit provides non-emergency medical transportation in Plymouth and surrounding counties and is a door through door service. Website: www.advancedcaretransport.com
- Heart and Hands intends to encourage their clients to use RCR service when the next full term begins.

Stakeholder Meeting

County: **St. Joseph County**

Date/Time Held: March 12, 2007, 9:30 AM-Noon

Place: Penn-Harris-Madison Public Library, Mishawaka

Participating Agencies

Housing Assistance: Housing Assistance Office, Inc. South Bend
Mishawaka Housing Authority
Dismas House of Michiana
YWCA

Job Related: Goodwill of Michiana (job training)
Work One (workforce development)
Ducomb Center (work release)

Public Transit: South Bend Public Transportation Corp. (Transpo)

Human Service Transit: Real Services (Area Aging Agency)

Human Service Agency: St. Margaret's House (women's services)
Charles Martin Youth Center
United Health Services (referral services)

Medical & Rehab: Madison Center

Township Trustee: Olive Township Trustee

Planning Agencies: St. Joseph County Area Plan Commission
City Of Mishawaka, Planning

Public Schools School City of Mishawaka

Issues Identified:

Transit Service Gaps:

- No transit available between St. Joseph and Elkhart Counties
- Need transit for 2nd/3rd job shifts – weekdays & weekends
- No Sunday or holiday service available
- Need public transit later in the evening
- Need Door-to-Door service between YWCA and IUSB
- Need transit between Indian Village and South Bend
- Apartment Community (300+ resident) on Generations Drive not served
- No transit alternative for senior apartments in Lakeville

Other Issues

- Need sidewalks in many areas
- Personal safety on public transit

- Some agencies have border restrictions – cannot service in neighboring county
- Lack of funding
- Want agency pass, like a coupon book for day passes, instead of tokens
- Employers should provide employee transit
- SB Community Schools should provide Student Ids so student can have free rides
- Riders who are disabled cannot safely reach the VA facility from drop off

Transit Alternative Identified:

“There You Go” Transportation (for profit/private provider) – work trip oriented transit available 24 hours per day, 7 days per week, including holidays. Provider works directly with employers to solicit riders. Rider fees may be taken out of paycheck or paid by employer. Service is door-to-door.

Stakeholder Meeting

County: **Elkhart County**

Date/Time Held: March 21, 2007, 2:00 – 4:30 pm

Place: Goshen Public Library

Participating Agencies

Housing Assistance: Greencroft, Goshen & Middlebury

Job Related: Goodwill of Michiana (job training)

Public Transit: Legally blind frequent rider of demand response & fixed route transit
MACOG represented Heart City Rider, Goshen Transit Service, and the Interurban Trolley

Human Service Transit: ADEC - Elkhart County
Oaklawn – Elkhart & Goshen
Elderhaus – Nappanee
Elkhart County Council on Aging - Elkhart

Human Service Agency: The Window - Goshen

Township Trustee: Osolo Township Trustee

Planning Agencies: Elkhart County Planning

Issues Identified:

Transit Service Gaps:

- Bus service does not operate to accommodate 2nd and 3rd shift industrial sites or late night retail areas.
- No service to/from South Bend – St. Joseph Country. Need access to jobs.
- Bus service does not serve Goshen Hospital. This was a priority with stakeholders and written comments from the Disability Resource Network of Elkhart County.
- Bus service requested on Osolo Road to serve Board Walk, Maple Lane, and Prairie Creek residential areas.
- Nappanee low-income, elderly and disabled persons need transportation to medical appointments in Elkhart.

Other Issues

- Goodwill requests that a bus stop be added at Oakland & Lusher (Concord route)
- More bus shelter should be placed to enable wheelchair users to get out of inclement weather. (Disability Resource Network request)
- Plan a paratransit service open to all persons for door-to-door service with no need for advance notice. (Disability Resource Network request)
- New Elkhart County jail is located near CR7 & CR 26, outside the urban area and the fixed route service area.
- Hispanics and Work Release center want more stops in industrial area.

Low Income Housing areas identified:

Goshen:

- Arbor Ridge (LaCasa housing) – off N. Main north of Wilden Ave.
- Maple Lane Commons (senior housing) – US 33 at Peddlers
- The Willows (senior housing) –US 33/CR26
- Brookside Mobile Home Park – CR 17
- (more low income housing on other side of CT 17 from mobile home park?)
- Roxbury Mobile Home Park – CR 17
- NE side of Goshen – on ST Rd 4 (Lincoln) between 23-29 streets
- Senior residence on College east of US 33

Elkhart:

- Elkhart County Planning staff pointed out an Elkhart subsidized housing site on St. Road 19 near CR 24 (north of existing Knoll/Clearview small development).
- Also another subdivision planned on CR 3 north of Baugo Township School. (encompassing existing Ventura & Beck Streets. These areas are near the US. 20 bypass.

Other

- ADEC operates four group homes in Goshen, two in Elkhart, one in Middlebury, and two in Bristol.

Industrial Areas Identified

Goshen:

- Maple City Industrial Park on south side of CR. 38, between Dierdorff and US 33. Keystone is major employer, and employees many Amish persons.
- High Tech park planned for development in north part of Goshen, northwest of Arbor Ridge apartments.

Elkhart:

- CR 6 from John Weaver Road to CR 15
- Middlebury Industrial Park – Riverview to Middleton Rd.
- St, Rd. 19 – Hively to CR 24

Other Places identified outside Interurban Trolley service area

- Oaklawn – CR 15 north of downtown Goshen
- Goshen Middle School
- Elkhart Medical Clinic – Nappanee & Lexington
- Medical site at CR 20 & Benham
- Medical site on CR 17 north of US 20 Bypass
- Medical complex on Dierdorff north of Eisenhower
- Medical offices on College east of 15th St.
- Retail area at CR 17 near CR 24
- “The Retreat” womens health center is at 1135 Professional Drive, near Goshen Middle School.

Transit Alternative Identified:

Elkhart County COA has been given a 1995 Ford F-350 12-14 passenger bus that is lift equipped. The COA is planning to begin transit service to county residents in surrounding towns. The service will be officered fare-free to COA clients. Other persons will be charged \$5.00 per trip. The service is expected to begin in the 1st quarter of 2007. Bob Lewis is the contact for information, Phone 574-294-5924.

Stakeholder Meeting

County: **Kosciusko County**

Date/Time Held: March 27, 2007, 9:30 - Noon

Place: Warsaw City Council Chambers

Participating Agencies

Public Transit: KABS

Human Service Transit: Kosciusko County Council on Aging
Cardinal Center

Human Service Agency: Lakeland Rehab, Milford

Town Manager: Syracuse Town Manager

City Planning: City of Warsaw Planning

Chamber of Commerce: Warsaw/Kosciusko Co. Chamber & Kosciusko Development Inc.

Current Public Transit Available

The "City Bus" is operated by KABS (Kosciusko Co. Area Bus Service) an INDOT Sec. 5311 provider. Demand response service is operated countywide from 6:00 am to 5:30 pm. on weekdays. No weekend or holiday service. Base fare is \$1.50 with 24-hour notice, \$4.50 for same day service. KABS has a guaranteed on-time service policy. If the vehicle arrives late, the ride is given free. A 15-minute window is allotted from the scheduled pick-up time.

A 10-ride pass or tokens are \$15.00. A "no show" fee of \$6.50 is charged to riders who fail to keep their scheduled ride. KACS accepts subscription rides which schedules a "standing" reservation.

The INDOT Annual Report states KABS service area is countywide, however the transit brochure references Warsaw and Winona Lake. The representative from Cardinal Center stated the service is countywide but most trips are within Warsaw. Cardinal Center administers the KABS program.

Issues Identified:

Transit Service Gaps:

- No dedicated public transit service in the outlying areas, specifically Syracuse and Milford.

Other Issues

Kosciusko County residents travel to South Bend or Ft. Wayne for airport service. There is no public transit alternative for these trips.

Due to Lake Wawasee and Syracuse Lake, Syracuse has an increase of 20,000 to 30,000 people per day during the summer months. Normally the combined city and township population is 9,000 persons.

Low Income Housing areas identified:

- Several low-income areas are located along US 30 and the northeast section of Warsaw.
- Two senior residences are located in Warsaw, as well as Miller's Merry Manor on the south side of Warsaw on S. County Farm Road.
- There is a Millers Merry Manor in Syracuse also.
- Cardinal Center operates group homes in Kosciusko County for persons with disabilities.

Industrial Areas Identified

- Major employment areas are located along the US 30 corridor.

Transit Alternatives Identified:

Two taxicab companies operate in Warsaw.

- ASAP Taxi, 222 W. Prairie St., Phone 267-4710
- Fast Cab, 1905 Leiter Drive, Phone 269-2222

Greyhound Bus Lines have a depot in Warsaw at 707 N. Park St., Phone 267-1622

Other Persons to Contact for input:

Ms. Pat Conroy: United Way
Louis Jones, Combined Community Services

Appendix D – Transpo Schedules/Routes

Route Number/Name	Route Description	Begins	Ends	Comments
1 Madison/Mishawaka	Downtown South Bend to Northeast Mishawaka	5:10 am	9:55 pm	Serves St. Joseph Medical Center. Last full route leaves South Bend at 6:20 pm
2 Bendix/Ardmore	Downtown South Bend west to Ardmore	5:15 am	9:50 pm	Last full route leaves South Bend at 6:45 pm
3A Portage	Downtown South Bend north to Meijers and Wal-Mart	5:20 am	9:56 pm	Hourly service (:60 headway) Last full route leaves at 9:10 pm
3B Portage	Downtown South Bend northwest to Logan Industries and part of industrial park	5:50 am	6:40 pm	Hourly service (:60 headway) Last full route leaves at 5:50 pm
4 Lincoln Way West / Airport	Downtown South Bend to Airport and Mayflower – Edison area	5:10 am	9:50 pm	Last full route leaves South Bend at 6:45 pm
5 North Michigan	Downtown South Bend north to Laurel & Auten	5:30 am	9:50 pm	Hourly service. Serves Memorial Hospital & St. Mary's College. Last full trip 9:10 pm
6 South Michigan	Downtown South Bend to Scottsdale Mall, York and Berkshire	5:25 am	9:50 pm	Last full route leaves South Bend at 6:20 pm
7 Notre Dame/ U.P. Mall	Downtown South Bend to Notre Dame and Mall via St. Rd. 23	5:25 am	9:58 pm	First 3 trips to ND only. Mall trips begin at 6:50 am. Last full trip at 9:10. Extended hours on Fri-Sat. to 2:00 am.
8 Miami/Scottsdale	Downtown South Bend to Irish Hills Apartments	5:25 am	9:46 pm	Serves Work One on Marietta St. Last full route leaves South Bend at 6:20 pm
9 Northside Mishawaka	Downtown South Bend east to Lincoln Way East and Bittersweet	5:10 am	10:00 pm	Serves Adams and Mishawaka H. S. Last full route leaves South Bend at 6:20 pm
10 Western Avenue	Downtown South Bend west to Belleville Shopping Center	5:15 am	9:50 pm	Serves Washington High School. Last full trip 9:10 pm
11 Southside Mishawaka	Downtown South Bend east through Mishawaka to Reverewood	5:25 am	10:00 pm	Last full route leaves South Bend at 6:20 pm
12 Rum Village	Downtown South Bend southwest to Olive and Ewing	5:18 am	9:27 pm	Last full route leaves South Bend at 6:45 pm

Route Number/Name	Route Description	Begins	Ends	Comments
13 Corby/ Town & Country	Downtown South Bend east to Town & Country Shopping Center and Catalpa & Grape	5:25 am	9:50 pm	Serves St. Joseph Medical Center and Edison Middle School, Hickory Village on alternating trips. Last full trip 9:10 pm
14 Sample/Mayflower	Downtown South Bend west to Belleville and Countryside Village	5:40 am	9:20 pm	Direct service to AJ Wright on peak hr. trips. Last full route leaves at 6:45 pm
15A U. P. Mall/Mishawaka	Downtown Mishawaka via Main to Town & Country and U.P. Mall	5:45 am	9:45 pm	First 4 trips to Town & Country only. Mall service begins at 7:45 am.
15B U.P. Mall/Mishawaka	Downtown Mishawaka via Grape to U.P. Mall	8:15 am	9:15 pm	Serves Town & Country also.

Appendix E -- The Interurban Trolley Route Schedule

All Interurban Trolley schedules are available online at www.interurbantrolley.com